



HealthTrack

El Paso County,
Colorado
(Colorado Springs)

Presented by:

Karen Williamson

Lead System Project Manager

El Paso County Department of Health &
Environment

HCAP Conference
January 21, 2004



Breaking the Barriers
to Health Care

In the beginning...

HealthTrack Person

EPC #: 19843

Name: * Duck
Last Name: *
DOB: * 5/5/1955
Maiden Name: Goose
Gender: Female
Language: German
Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

Coverage:
Start Date

PCP:

Created By: Clinician, PSF On 12/22/03 10:13 AM

Updated By: User, Super On 1/12/04 2:14 PM

Address / Phone Comments AKA Org-P

App ID	App #	App Type	App Date
7296		Medicaid	12/5/200
7310		CICP	10/12/20

- ▲ Denver Health & Hospital Authority (DHHA) had an application tracking system
 - Available only within their organization
 - Tracks the status of Medicaid applications
 - Updated by Human Services employees working at DHHA
- ▲ Willing to license the system design business rules



Our Situation

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- ▲ Multiple independent agencies
 - Clients completing paperwork everywhere
 - No way to know status of pending applications
- ▲ No common network
- ▲ No common medical records system
 - Clients being seen in multiple agencies
 - No inter-agency communication

Effective? No

Coordinated Care? No

Efficient? No



Breaking the Barriers
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HealthTrack Personal

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Once it was our Vision--Now it is our Reality

**El Paso County
Department of
Health &
Environment**

Both Local Hospitals

-city owned
-private

**Future
agencies:**

-Medical Society
(Project Access)
-Pharmacy feed
-Private Physicians
(Project Access
billing feed;
Perhaps some
direct access)

**Faith-Based
Clinics**

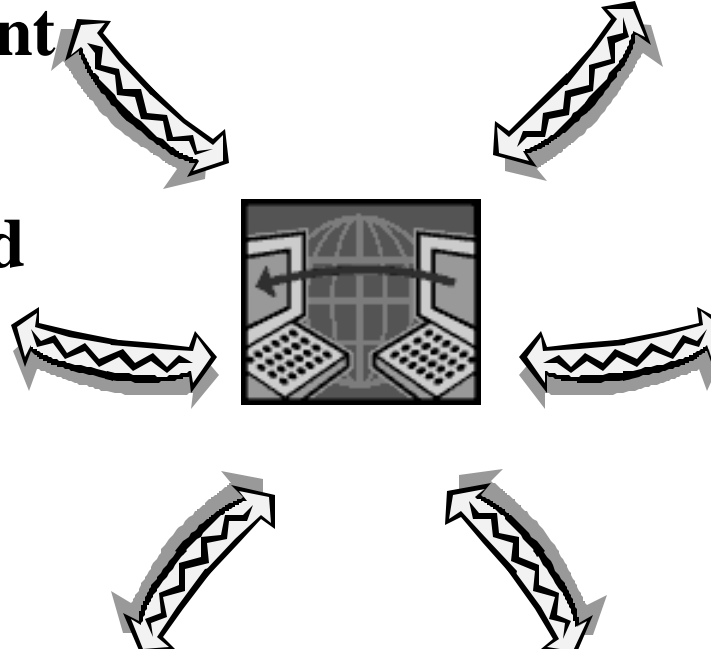
(1 now; 2 planned)

**El Paso County
Department of
Human Services**

(applications only)

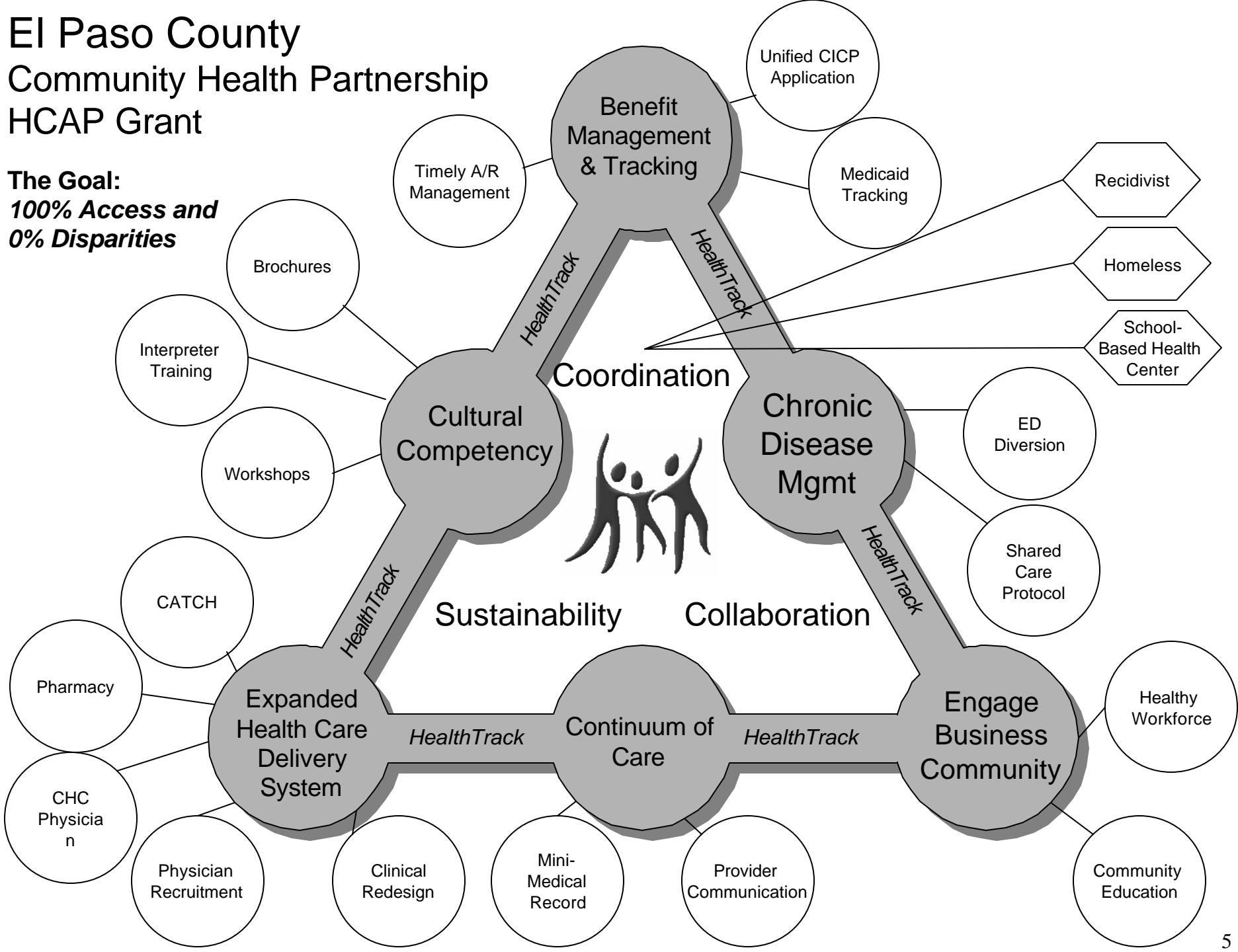
**Community
Health Centers**

(single agency, multiple sites)



El Paso County Community Health Partnership HCAP Grant

The Goal:
*100% Access and
0% Disparities*





Timeline

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▲ Sept. 2001

▲ Oct. 2001

▲ May 2002

▲ Dec. 2002

▲ Feb. 2003

▲ Apr. 2004

Award grant

Began design

System ready

First entry of
applications/people

First visits entered

Project Access



Breaking the Barriers
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HealthTrack Today

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7310		CICP	10/12/20

- Operating in 6 partner agencies
- Web-based
- Robust SQL database
- Server and System Administrator located at Public Health Department
- Shared development with DHHA
- Master Business Associate Agreement (HIPAA) signed



Functionality

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- ▲ Application Tracking (CHP+, CICP, Medicaid)
- ▲ Medical Visit History Summary
- ▲ Track Charges Pending Determination
- ▲ Community Statistical Data Collection
- ▲ Inter-agency Communication
- ▲ Project Access (in development)
- ▲ Chronic Disease Management Pathway (planned)
- ▲ Healthdoc (mobile platform – DHHA)

**Search for
Person**

**Search for
Application**

**Application
Inquiry**

**Determination
Inquiry**

**Determinations To Work
Inquiry**

Reports

Admin

EPC #:

Name:

Last Name Context

Last Name

First Name

Middle Name

Date of Birth:

Maiden Name:

Country of Birth:

Other Country:

SSN:

Site Ref #:

Guarantor #:

Org-Person ID:

Name	EPC #	SSN	DOB	Other Country	Maiden Name
<u>Duck, Daisy D.</u>	19843	222-22-2222	5/5/1955		Goose
<u>Duck, Hewie H.</u>	19865	898-98-9898	7/7/1997		
<u>Duck, Lewie L.</u>	19864	656-56-6565	9/9/1997		

EPC #: 19843

Foster Program: ☐

Name:*	<input type="text" value="Duck"/>	<input type="text" value="Daisy"/>	<input type="text" value="D"/>	<input type="text" value=""/>
	Last Name*	First Name*	Middle Name	Salutation
DOB:*	<input type="text" value="5/5/1955"/>	Country of Birth:*	<input type="text" value="EL SALVADOR"/>	
Maiden Name:	<input type="text" value="Goose"/>	Other Country:	<input type="text" value=""/>	
Gender:	<input type="text" value="Female"/>	SSN:	<input type="text" value="222-22-2222"/>	
Language:	<input type="text" value="German"/>	Ethnicity:	<input type="text" value="Chinese"/>	
Emp Status:	<input type="text" value="21-30 hr/wk"/>	Emp Sector:	<input type="text" value="Services"/>	

CHC: ☐ Enrolled: ☐

Membership End Date:

Payor:

Payor Source

Other Payor

Plan

Coverage:

Start Date

End Date

PCP:

PCP Site:

Created By: Clinician, PSF On 12/22/03 10:13 AM

Updated By: User, Super On 1/12/04 2:14 PM

Find Duplicates

Submit

Cancel

Address / Phone Comments AKA Org-Person IDs Benefits Visits Charges

- ☒ **Mailing:** 123 Lake Blvd
Swansville, Colorado 88888
- ☐ **Primary Residence:** 456 Pond Rd
Lakeville, Colorado 88888
- ☒ **Temporary Residence:** 575 Creek Rd
Manitou Springs, Colorado 80999

- ☒ **Cell:** (719) 555-7898
- ☐ **Home:** (719) 555-1212
- Notes:** Do NOT leave any messages on this line

New Address

New Phone#

EPC #: 19843

Foster Program: ☐

Name:*	<input type="text" value="Duck"/>	<input type="text" value="Daisy"/>	<input type="text" value="D"/>	<input type="text" value=""/>
	Last Name*	First Name*	Middle Name	Salutation
DOB:*	<input type="text" value="5/5/1955"/>	Country of Birth:*	<input type="text" value="EL SALVADOR"/>	
Maiden Name:	<input type="text" value="Goose"/>	Other Country:	<input type="text" value=""/>	
Gender:	<input type="text" value="Female"/>	SSN:	<input type="text" value="222-22-2222"/>	
Language:	<input type="text" value="German"/>	Ethnicity:	<input type="text" value="Chinese"/>	
Emp Status:	<input type="text" value="21-30 hr/wk"/>	Emp Sector:	<input type="text" value="Services"/>	

CHC:	Enrolled: <input type="checkbox"/>	Membership End Date:	<input type="text" value=""/>
Payor:	<input type="text" value="Medicare"/>	<input type="text" value=""/>	<input type="text" value=""/>
	Payor Source	Other Payor	Plan
Coverage:	<input type="text" value=""/>	<input type="text" value=""/>	
	Start Date	End Date	
PCP:	<input type="text" value=""/>	PCP Site:	<input type="text" value=""/>

Created By: Clinician, PSF On 12/22/03 10:13 AM

Updated By: User, Super On 1/12/04 2:14 PM

Find Duplicates

Submit

Cancel

Address / Phone Comments AKA Org-Person IDs **Benefits** Visits Charges

App ID	App #	App Type	App Date	Ben Type	Determination	Deter Date	Cov Start	Discont Date
<u>7296</u>		Medicaid	12/5/2003	Baby Care/Kid Care	Approved	12/22/2003	12/1/2003	
<u>7310</u>		CICP	10/12/2003	Colo Indigent Care Prog	Approved	10/12/2003	9/1/2003	

EPC #: 19843		Foster Program: <input type="checkbox"/>	
Name:* Last Name*	Duck	First Name*	Daisy
		Middle Name	D
Salutation			
DOB:*	5/5/1955	Country of Birth:*	EL SALVADOR
Maiden Name:	Goose	Other Country:	
Gender:	Female	SSN:	222-22-2222
Language:	German	Ethnicity:	Chinese
Emp Status:	21-30 hr/wk	Emp Sector:	Services
CHC: Enrolled: <input type="checkbox"/>		Membership End Date:	
Payor:	Medicare		
Payor Source		Other Payor	Plan
Coverage:			
Start Date		End Date	
PCP:		PCP Site:	
Created By: Clinician, PSF On 12/22/03 10:13 AM		Find Duplicates	
Updated By: User, Super On 1/12/04 2:14 PM		Submit	
		Cancel	

Address / Phone Comments AKA Org-Person IDs Benefits **Visits** Charges

Visit ID: 7959	Site Ref #:	Visit Type: Outpatient	Visit Date: 12/14/2003	Discharge Date:
Organization: CHC		Service Site: Homeless Medical ...	Reason: Fever	Alert: <input type="checkbox"/> Addressed: <input type="checkbox"/>
Outcome Type Impression	Description pt said that she is supposed to be getting pt assistance program meds soon but she can't...			
Visit ID: 7956	Site Ref #:	Visit Type: Outpatient	Visit Date: 12/12/2003	Discharge Date:
Organization: PSF		Service Site: Penrose Hospital ...	Reason: Abdominal Pain	Alert: <input type="checkbox"/> Addressed: <input type="checkbox"/>
Outcome Type Impression	Description Severe pain in right side			
Visit ID: 7955	Site Ref #:	Visit Type: Outpatient	Visit Date: 12/11/2003	Discharge Date:
Organization: PSF		Service Site: Penrose Community...	Reason: Fever	Alert: <input type="checkbox"/> Addressed: <input type="checkbox"/>
Outcome Type Laboratory Prescription	Description CDC wen opelnpsx			

Visit History

New Visit

Search for Person	Search for Application	Application Inquiry	Determination Inquiry	Determinations To Work Inquiry	Reports	Admin
-------------------	------------------------	---------------------	-----------------------	--------------------------------	---------	-------

App ID:

App #:

Household #:

Guarantor #:

Applicant/
Beneficiary:

Starts With

Last Name Context

Duck

Last Name

First Name

Middle Name

Date of Birth:

Maiden Name:

Country of Birth:

Other Country:

SSN:

Search

Reset

App ID	App #	App Type	App Date	Applicant	SSN	EPC #
7311		CHP+	12/29/2003	Duck, Daisy D.	222-22-2222	19843
7296		Medicaid	12/5/2003	Duck, Daisy D.	222-22-2222	19843
7310		CICP	10/12/2003	Duck, Daisy D.	222-22-2222	19843


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Go

of 1

HealthTrack- Test_Environment

Application Information

Applicant Name:	 Duck, Daisy D.	EPC #:	19843	App ID:	7311
App Date:*	12/29/2003	Organization:*	CHC	Site:*	Pediatric Clinic
App Type:*	CHP+	App Originator:*	Admin, CHC Agency	App #:	
DHS Tech:		CHP+ Tech:			
Family Size:	4	Family Income:	\$1,300.00	CICP Rate:	
Guarantor #:		Household #:			
Release Signed:	<input type="checkbox"/>	Back Date?	<input type="checkbox"/>	Back Date To	

Created By: Coord2, Bene On 1/12/04 9:37 AM

Updated By: Coord2, Bene On 1/12/04 9:40 AM

Submit

Cancel

Beneficiary Documents Tracking Comments

Edit	Name: <u>Duck, Lewie L.</u>		SSN: 656-56-6565		DOB: 9/9/1997		EPC #: 19864	
	Benefit Type	Determination	Deter Date	Cov Start	Discont Date		State #	
	<u>Child Health Plan Plus</u>	Pending						

Edit	Name: <u>Duck, Hewie H.</u>		SSN: 898-98-9898		DOB: 7/7/1997		EPC #: 19865	
	Benefit Type	Determination	Deter Date	Cov Start	Discont Date		State #	
	<u>Child Health Plan Plus</u>	Pending						

New Beneficiary



Reporting

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Language: German
Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

Coverage:

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▲ 8 Standard Reports

- Most reports have multiple filtering options
- Access restricted by role

▲ Custom report capability

- System Administrator can build report using Crystal Reports
- Dynamic table selection
- Option for background restriction to organization data only
- Access restricted by role, organization, and/or individual



Standard Report Filters

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Create Pending Applications Report

Organization: All Site: All App Originator: All

Select <All> for information across application originators, or select a single application originator.

Application Type: All Benefit Type: All

Select <All> or a single
Application Type.

Select <All> or a single
Benefit Type.

Days Aged: * Less than 30 Days

Select <Other> to enter a custom date range below.

App. Date Range: *

Application Date Start

Application Date End

DHS Received: All

Select <No> to show only applications that have not been received at DHS.

Primary Sort: Application Date

Secondary Sort: Application Type

Create Report



Breaking the Barriers
to Health Care

Custom Reports

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Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

Coverage:

Start Date

PCP:

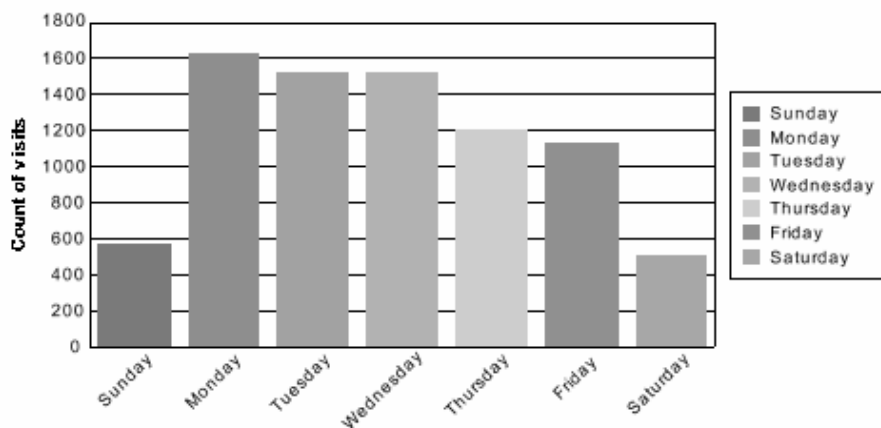
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App ID	App #	App Type	App Date
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7310		CICP	10/12/2003



Visits by Day of the Week



Visits Date Range: **Last Full Quarter (10/1/2003 through 12/31/2003)**

Organization:

Site: **All**

Sunday

10/5/2003

10/12/2003

10/19/2003

10/26/2003

11/2/2003

11/9/2003

Total for 10/5/2003: 57

Total for 10/12/2003: 35

Total for 10/19/2003: 72

Total for 10/26/2003: 44

Total for 11/2/2003: 49

Total for 11/9/2003: 46



After one year of operation

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7296		Medicaid	12/5/200
7310		CICP	10/12/20

- ▲ 27,065 clients
- ▲ 8,627 applications
 - 14,783 benefits being applied for
- ▲ 16,967 visits (still ramping up)
 - 17 clients have visited 3 of 4 organizations

Site Visited			
CHC	MH	PSF	SET
6	3	7	0
0	2	5	1
0	3	1	4
1	1	5	0
0	2	3	1
3	0	1	2
4	1	0	1
3	0	1	1
2	2	1	0
0	1	2	2
0	2	1	1
0	1	1	1
0	1	1	1
0	1	1	1



Breaking the Barriers
to Health Care

HealthTrack

Person

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Payor Source

Coverage: Start Date

PCP:

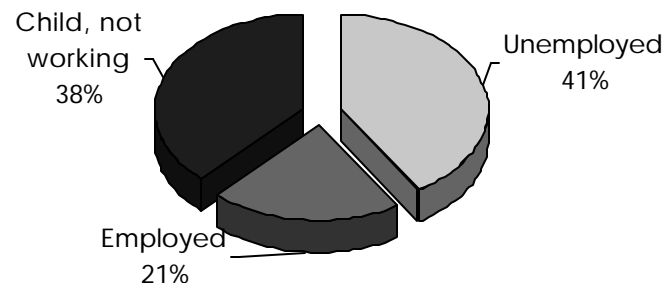
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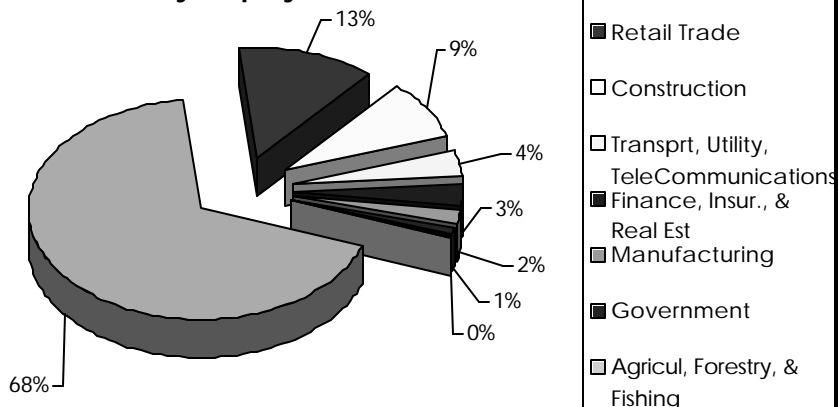
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Demographics

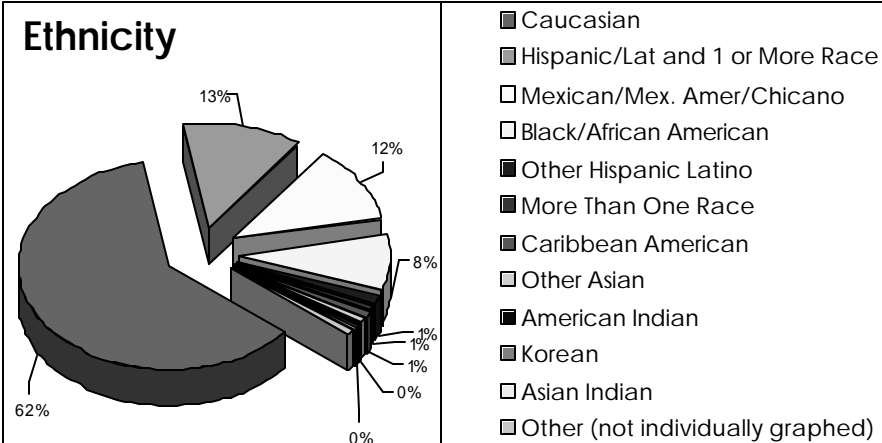
HealthTrack: Known Employment Status of Persons
Applying For Benefits
12/1/2002 - 11/31/2003



Persons by Employment Sector



Ethnicity





Breaking the Barriers
to Health Care

Demographics

HealthTrack

Person

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Payor: Medicare

Payor Source

Coverage: Start Date

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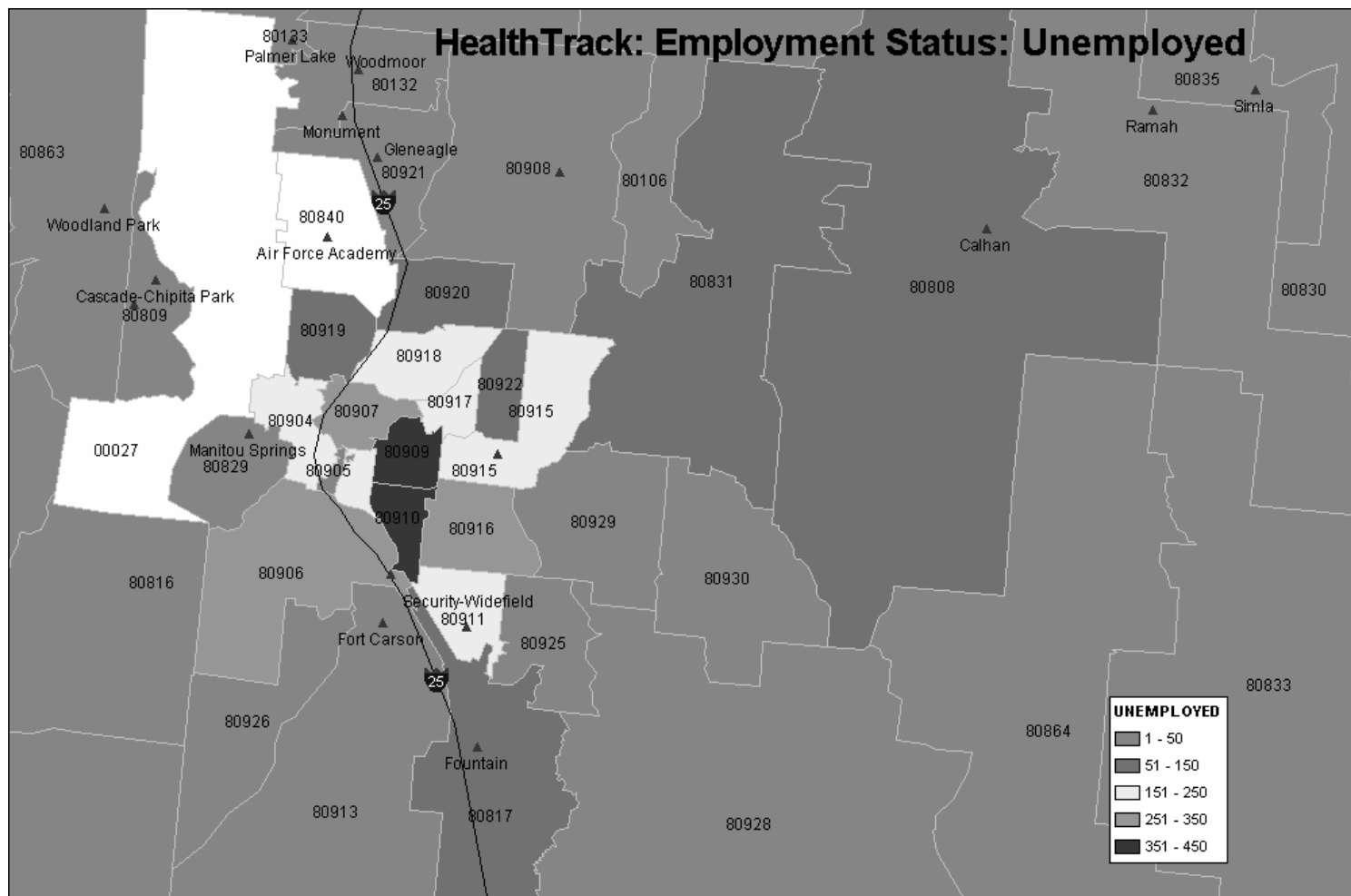
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HealthTrack: Employment Status: Unemployed





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Provider Benefits



▲ Improve the Quality of Care

- Coordination of care through access to health history from many locations
- Community-wide Chronic Disease Management
- Improve patient care outcomes

▲ Financial Benefits

- Provides application information for more timely billing
- Helps reduce costs by not repeating medical tests



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Client Benefits



- ▲ Improves timely access to services by tracking application status for public health insurance (Medicaid, CICP, CHP+)
 - Helps avoid filling out paperwork many times
 - Allows doctors to see benefits
 - Makes it more likely doctor will get paid so client doesn't get a bill
 - Enhances quality of life through consistent Chronic Disease Management

- ▲ Improves coordination of care between hospitals and doctors by providing medical facts



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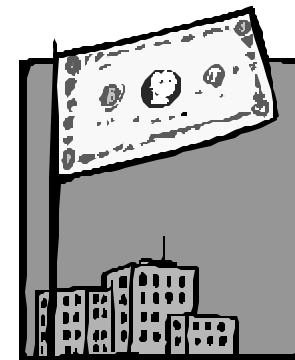
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Community Benefits



- ▲ Decreases the number of uninsured children and adults in El Paso County
- ▲ Saves tax dollars
- ▲ Saves money for hospitals and doctors from unpaid bills and care redundancies
- ▲ Reduces the cost of care for the insured

Result: A Healthy Community with improved access to care



Breaking the Barriers
to Health Care

HIPAA Compliant System

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- ▲ HealthTrack is HIPAA Compliant
 - Audit tracking
 - Flexible security structure
 - Role-based logins
- ▲ Master Business Associate Agreement
- ▲ Planned Year-3 Enhancement
 - Organizational and visit specific security



Breaking the Barriers
to Health Care

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Language: German

Emp Status: 21-30 hr/wk

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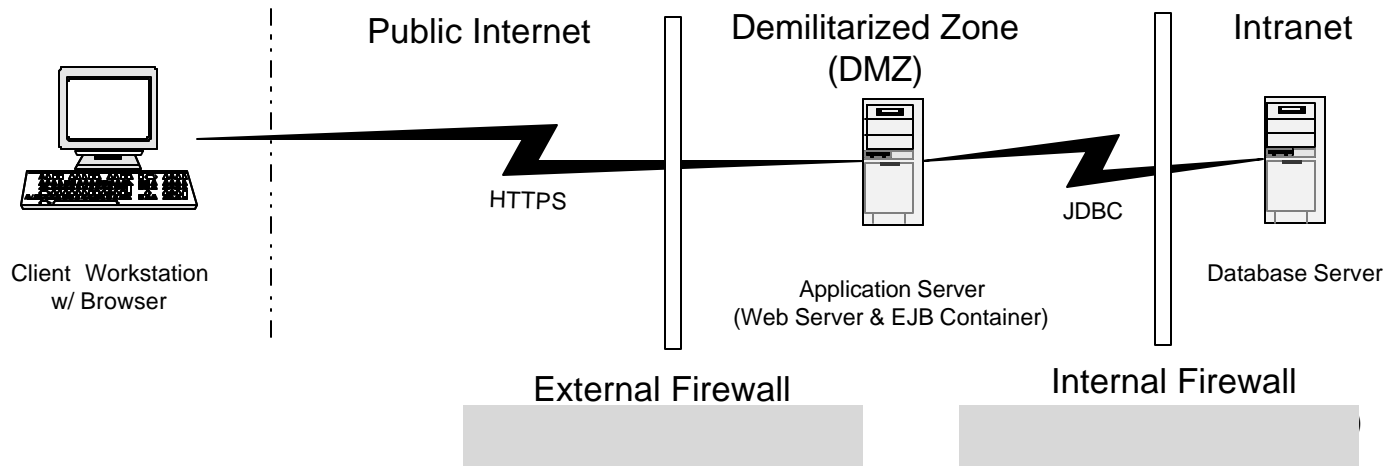
Coverage:
Start Date

PCP:

Created By: Clinician, PSF On 12/22/03 10:13 AM
Updated By: User, Super On 1/12/04 2:14 PM

App ID	App #	App Type	App Date
7296		Medicaid	12/5/200
7310		CICP	10/12/20

Security Infrastructure



- All Transactions use SSL (https://)
- Web server secure certificate
- Virus protection on server
- Authentication, Authorization, Auditing
- All unnecessary services disabled



Breaking the Barriers
to Health Care

HealthTrack Personal

EPC #: 19843

Name: * Duck
Last Name*
DOB: * 5/5/1955
Maiden Name: Goose
Gender: Female
Language: German
Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

Coverage: Start Date

PCP:

Created By: Clinician, PSF On 12/22/03 10:13 AM
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Address / Phone Comments AKA Org-P

App ID	App #	App Type	App Date
7296		Medicaid	12/5/200
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Security Architecture

- Flexible role-based security
- Additional ability to restrict capability by site

Capability

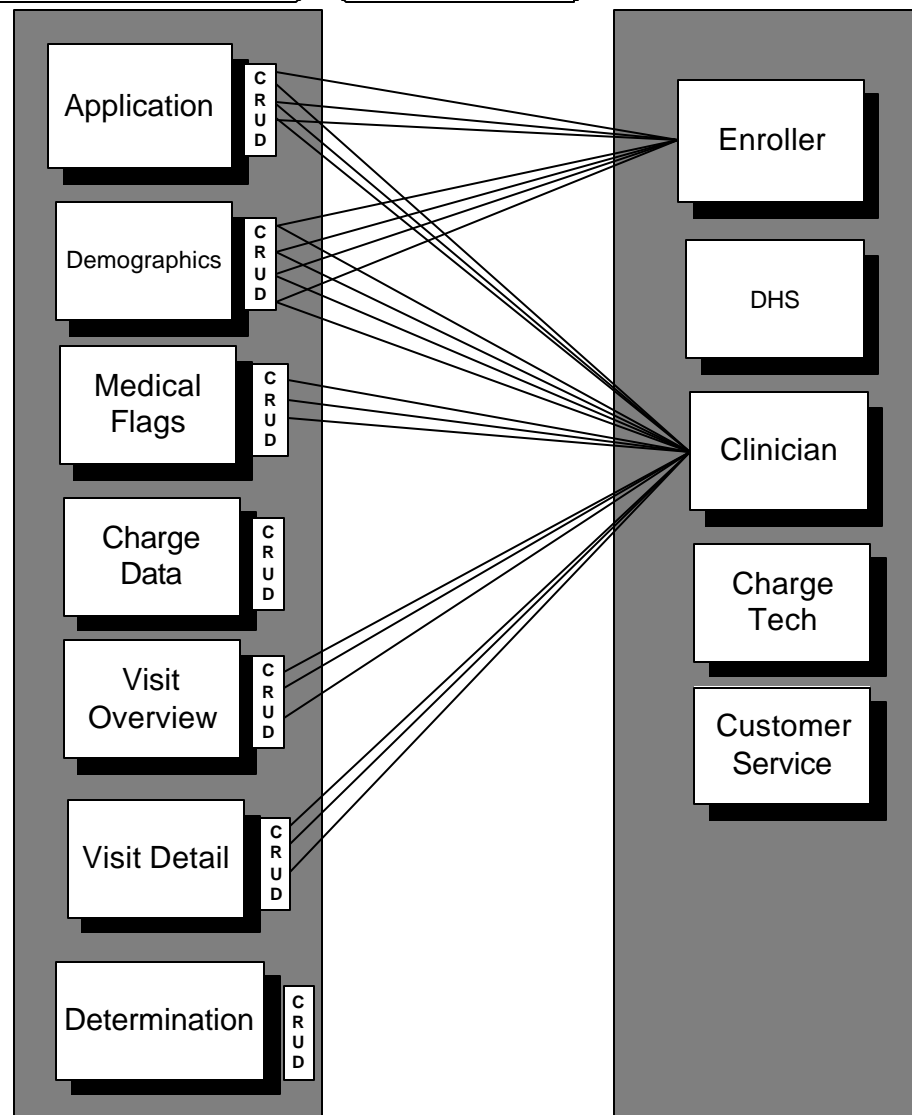
Action you want to perform with a set of data
Initially User Predefined
Once in place they are fixed

Permissions

User defined
They can be changed as needed

User Roles

User defined
They can be changed as needed





EPC #: 19843

Name: * Duck
Last Name *

DOB: * 5/5/1955

Maiden Name: Goose

Gender: Female

Language: German

Emp Status: 21-30 hr/wk

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Master Business Associate Agreement

- ✦ Written by attorney specializing in HIPAA
- ✦ Required before an organization granted access
- ✦ Provides for how the business associates will use the system
- ✦ Specifies an oversight committee



Lessons Learned

HealthTrack Person

EPC #: 19843

Name: * Duck
Last Name: *
DOB: * 5/5/1955
Maiden Name: Goose
Gender: Female
Language: German
Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

Coverage:

Start Date

PCP:

Created By: Clinician, PSF On 12/22/03 10:13 AM

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▲ Funded Data Specialists

▲ Competent Contractor

▲ Communication

➤ Buy-in of CEO and CIO

➤ “Worker Bees” (user group meeting)

➤ Don’t forget the mid-management



Contact Information

HealthTrack Person

EPC #: 19843

Name: * Duck
Last Name: *
DOB: * 5/5/1955
Maiden Name: Goose
Gender: Female
Language: German
Emp Status: 21-30 hr/wk

CHC: Enroll

Payor: Medicare

Payor Source

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App ID	App #	App Type	App Date
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